

# **NASA HEADQUARTERS LANGUAGE ASSISTANCE PLAN**

**FOR ACCOMMODATING  
LIMITED ENGLISH PROFICIENT INDIVIDUALS**

**Prepared by the Headquarters Equal Opportunity and Diversity  
Management Division**

**March 25, 2009**



**NATIONAL AERONAUTICS AND SPACE ADMINISTRATION  
HEADQUARTERS  
LANGUAGE ASSISTANCE PLAN FOR ACCOMMODATING THE OTHER-  
THAN-ENGLISH LANGUAGE NEEDS OF LEP PERSONS IN NASA-  
CONDUCTED PROGRAMS AND ACTIVITIES**

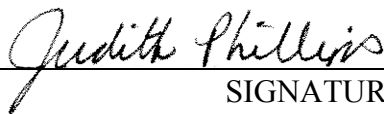
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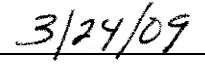
National Aeronautics and Space Administration Headquarters  
Equal Opportunity and Diversity Management Division  
Washington, DC 20546

Judith Phillips  
Director, Equal Opportunity and Diversity Management Division

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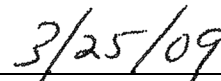
NAME AND TITLE OF RESPONSIBLE OFFICIAL

  
SIGNATURE

  
DATE

Christopher T. Jedrey  
Executive Director, Headquarters Operations

  
SIGNATURE

  
DATE



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## **I. INTRODUCTION**

The Headquarters Equal Opportunity and Diversity Management Division (EODM) administers the Headquarters Language Assistance Plan and provides the general framework for accomplishing the goals set forth in the Executive Order and the NASA Policy Statement.

Executive Order No. 13166, "Improving Access to Services for Persons with Limited English Proficiency," dated August 11, 2000 (65 Fed. Reg. 50121, Aug. 16, 2000) requires federal agencies to assess and address the needs of otherwise eligible persons seeking access to federally conducted programs and activities, who due to limited English proficiency (LEP), cannot fully and equally participate in or benefit from those programs and activities. A LEP person is defined as a individual who does not speak English as their primary language and who has limited ability to read, write, speak or understand the English language and may require language assistance with respect to a particular type of service, benefit or encounter. Because of their language differences and inability to speak or understand English, LEP persons are often excluded from programs, experience delay and/or denial of services or receive care and services based on inaccurate or incomplete information.

The Executive Order and Department of Justice (DOJ) LEP Guidance advises each federal agency to "take reasonable steps to ensure meaningful access to the information and services they provide." The DOJ guidance document instructs agencies to consider **four factors** in developing LEP guidance for their recipients:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or activity;
2. The frequency with which LEP individuals come into contact with the program or activity;
3. The nature and importance of the program or activity to people's lives; and
4. The resources available and costs.

## **II. ANALYSIS OF FACTORS**

### **Factor 1: Number or Proportion of LEP Individuals in the Eligible Population**

The primary focus of the NASA HQ Language Assistance Plan (LAP) is to ensure the accessibility of all NASA programs and activities to all persons in the eligible population - the Washington Metropolitan Area. This plan will enable NASA HQ to review its present and future policies for any exclusionary effects. According to the U.S. Census Bureau, the Washington Metropolitan Area demographic profile has changed dramatically within the past ten years. The immigrant communities exhibiting the largest growth rate, and the greatest concentration of LEP



populations, are Hispanics and Asian/Pacific Islanders. When considering the number or proportion of LEP individuals in a language service area, NASA must also consider the LEP parent(s) when their English-proficient or LEP minor children and dependents are potential or actual participants or beneficiaries of NASA conducted programs and activities.

Census Bureau data was used to determine the languages that may require interpretation and translation services in the Washington DC Metropolitan area. According to the 2000 Census, the primary languages, other than English, spoken by persons five and older in the Washington DC Metropolitan Area are: Spanish, African, Chinese, Korean, French, Vietnamese, Tagalog, Persian, other Asian languages, and Arabic.

### **Factor 2: Frequency of Contact with the Program**

All contacts with NASA HQ are made through its office in Washington, DC. These contacts are made through telephone calls via main telephone lines directly to offices, mail, Internet web site, e-mail and in person.

No data currently exists to determine precisely the number of LEP individuals served by or benefiting from NASA HQ activities. However, an assessment of HQ services reveals the following organizations have the most potential for impact on the LEP population in the Washington DC Metropolitan area: the Office of Strategic Communications (OSC), which includes the Offices of Education, Legislative Affairs, and Public Affairs, the Office of Small Business Programs, and the Human Resources Management Division. In addition, organizations that have daily public contact as part of on-going agency operations are the Office of Security, and the Library, which includes the Information Center.

### **Factor 3: Importance of the Service Provided by the Program**

NASA HQ has a variety of information and products designed to present and distribute information to the public. In addition, the Office of Small Business Programs provides assistance to small and disadvantaged businesses and the Office of Public Affairs issues press releases, organizes press conferences and coordinates with media.

### **Factor 4: Resources Available**

NASA HQ organizations have access to four basic types of interpreting and translation services in both technical and non-technical areas:

#### **a) Interpretation Services**

Multilingual interpretation services in languages for meetings, conferences, litigation proceedings, briefings, training, escort services and various other forms of voice communications. The service also provides telephone conference service to translate conversations arising from an emergency situation involving an LEP individual, i.e. security or medical emergencies.



b) New Technology

New translation, interpretation, training and educational material that provide the latest in technology in performing services within the scope of the contract.

c) Language Training and Educational Materials

Instructional training and or educational materials, to include but not limited to foreign language training, language immersion training, publication, software, audio, video, and various other forms and products in support of translation and interpretation language services.

d) Translation Services

Multilingual translation services in native languages to include but not limited to the translation of business, legal and technical documents, software, manuals, websites, internet, video and audio in writing, graphic, electronic, multi-media and various other forms of communications.

NASA Headquarters utilizes contract interpretation and translation services. The Office of External Relations administers the interpretation and translation services contract. Contractor information and the NASA point of contact is listed in Appendix C.

Additionally, NASA's webpage for educators has several Spanish language NASA sites at: [http://www.nasa.gov/about/highlights/En\\_Espanol.html](http://www.nasa.gov/about/highlights/En_Espanol.html)

### **III. MAJOR COMPONENTS OF THE HQ LAP**

The NASA LAP plan guidance lists seven elements to be addressed by each NASA Center. The NASA HQ LAP addresses the seven elements as follows:

**Assessment: Needs and Capacity**

*Each NASA Center, including HQ, shall have in place mechanisms to assess, on an ongoing basis, the LEP status and language assistance needs of their target audience(s) in their respective conducted programs and activities, as well as mechanisms to assess their capacity to meet these needs according to the elements of this plan.*

A review of HQ fiscal year expenditures on language assistance services reveals that the usage of interpretation/translation services appears to be mainly for correspondence/document translation services and would not fall under the jurisdiction of the Language Assistance Plan which covers access to federally conducted programs or activities. In the event that interpretation/translation costs significantly increase, those documents applicable to the LAP would be evaluated using the four factor analysis described previously and a process for prioritizing documents that most benefit the public will be created. In addition, if a need arises, EODM can assist in identifying foreign language speakers at NASA



HQ to enhance the capability to respond to oral language assistance needs. Each LAP program/activity has identified a point of contact (POC) for contracting interpreter/translation services. Using the POCs, each of the following HQ organizations should be assessed annually to determine if there has been any change in their need for LEP assistance: the Office of Strategic Communications (OSC), which includes the Offices of Education, Legislative Affairs and Public Affairs, the Office of External Relations, the Office of Small Business Programs; Human Resource Management Division, the Office of Security, and the Library.

EODM will conduct the annual assessment by obtaining and analyzing the Service Request Forms, NASA Form 1681 (Appendix B) submitted to the contractor by the POCs. Information provided on these forms will be used to ascertain the frequency of requests that are applicable to the LAP and languages requested.

Each of the organizations identified has program specific initiatives and/or offers a variety of services and products designed to present and distribute information to the public. Following is a description of those initiatives/services that could potentially utilize LEP assistance:

#### Office of Education

NASA, through the Office of Education, supports the country's educators who play a key role in preparing the minds that will manage and lead the Nation's laboratories and research centers of tomorrow. To prepare the Agency's future workforce and leverage the Agency's unique resources, it partners with other Agencies, and collaborates with the Education community. In the NASA Strategic Plan, the Agency articulates three major education goals, which will continue to support U.S. innovation and competitiveness now and in the future: strengthen NASA and the Nation's future workforce, attract and retain students in science, technology, engineering and mathematics disciplines, and engage Americans in NASA's mission.

#### Office of Legislative and Intergovernmental Affairs

The Office of Legislative and intergovernmental Affairs provides executive leadership, direction, and coordination of all communications and relationships, both legislative and non-legislative, between NASA and the US Congress as well as state and local governments

#### Office of Public Affairs

The Office of Public Affairs (OPA) provides policy guidance, advice, and consultation to Mission Directorates, Mission Support offices, and management on all internal and external communications. It coordinates, targets, and directs resources (e.g. NASA Television, guest services, astronaut appearances, public communications and inquiries, audiovisual products, news operations, and web sites) to the media and public. OPA issues press releases, organizes press conferences, and targets specialized-audience press. It provides daily satellite



video to television stations and arranges interviews with the press.

OPA oversees NASA's collection of World Wide Web pages, all independently authored by personnel throughout the Agency. OPA oversees services to news media such as printed material, lithographs, and videos. Information is provided in languages other than English if relevant to the foreign language press. OPA also coordinates with the HQs Operations Office Equal Opportunity and Diversity Management Division to provide interpreters as needed for guests touring the Washington Metropolitan Area.

#### Office of External Relations

The Office of External Relations (OER) coordinates all NASA's international cooperative and reimbursable activities and partnerships, Agency-level policy interactions with U.S. Executive Branch departments and agencies, and is the principal Agency liaison with the National Security Council, the Office of Science and Technology Policy, the Department of State, and the Department of Defense. OER directs NASA's international relations and serves as the focal point for NASA's Export Control Program, J-1 Visitor Program, and NASA's advisory committees and Federal Government-wide commissions and advisory activities.

#### Office of Small Business Programs

The Office of Small Business Programs (OSBP) is responsible for the development and management of woman-owned small businesses, veteran-owned small businesses, service-disabled veteran-owned small businesses, and historically underutilized business zoned small businesses, and also including minority-serving higher-education institutions. OSBP's vision is to promote the integration of innovative small businesses that can deliver technical solutions into the competitive base of contractors that pioneer the future of space exploration, scientific discovery, and aeronautics research. The Office is committed to providing small businesses maximum practicable opportunities to participate in NASA prime contracts and subcontracts.

#### Human Resources Management Division

The Human Resource Management Division manages and oversees human resources activities at Headquarters. The division establishes and communicates new/revised human capital policies, procedures, and processes; provides consultation and advisory services in a variety of workforce areas that impact efficiency and effectiveness including optimal organizational structures, employee acquisition and retention, workforce planning and identification of skills and competencies.

#### Library

One of its functions is to enhance the public's appreciation of the space program through access to the Library's collection of resources. The Information Center, the "switchboard" for Headquarters also receives telephone calls and emails from



individuals who do not speak or write in English. The Library is also used for meetings between NASA employees and members of the public.

#### Office of Security

The HQ Visitor's Center is maintained by the Office of Security. Members of the general public as well as other visitors must pass through the Visitor's Center to gain access to the building.

#### **Oral Language Assistance**

*Each NASA Center will arrange for the provision of oral language assistance to LEP persons in both face-to-face and telephone encounters in its conducted programs and activities where such assistance is requested and/or anticipated.*

Oral language assistance to LEP individuals will be provided as and where needed. NASA HQ has an existing contract for interpreting services and interpreter services can be scheduled when activities are assessed (per the four factors) and requests made 48 hours in advance of program initiation. Access to telephonic contract interpreter services is also covered in the contract. Walk-ins or phone calls will be addressed via the contract telephone translation service. (NASA does not use volunteer interpreters for official business.) If previously unidentified, language identification cards (or "I speak cards") can be used to identify the language of communication and are available for download at <http://www.usdoj.gov/crt/cor/13166.htm>. (Appendix E)

Displays at HQ, on tour, and in the traveling exhibits can be accommodated in languages other than English by audiotapes and recorders, or videotapes if requested in advance.

Many of the NASA HQ education and outreach programs are conducted in conjunction with local school systems, which generally provide their own interpreters. In the event interpreter services are not provided by the local school system, NASA HQ education and outreach officials will assess the need for LEP assistance. Their assessments will include but not be limited to: asking at the time of program initiation, checking websites or other sources, and reviewing metropolitan area demographics.

#### **Translation of Written Materials**

*Translation is the replacement of a written text from one language (source language) into an equivalent written text in another language (target language). Each NASA Center will produce vital documents in languages other than English where there is significant number or percentage of LEP persons in the target audience(s) of the respective conducted programs and activities.*

NASA HQ provides written translation services on a case-by-case basis as determined by each program/activity coordinator based on the application of the four factor criteria for language assistance and whether vital documents are



involved.

The assessment will also consider census data reflecting the population speaking a language other than English. The EODM Division is available to assist with assessment determination.

Written materials may include but are not limited to paper and electronic documents such as:

- Consent forms
- Announcements of programs and/or activities (or discontinuation of programs and/or activities)
- Notices advising LEP persons of free language assistance
- Security or safety brochures for visitors to HQ facilities
- Applications to participate in a program or activity
- Websites
- Correspondence

NASA HQ programs and activity announcements information will be provided in languages other than English if determined to be necessary and reasonable after application of the four factors for language assistance. Program/activity announcements and notices containing information regarding the process to be followed for participation in a program or activity will be available in regularly encountered languages other than English. Organizational POCs will utilize Service Request Form, NASA Form 1681, to procure a translated program or activity document in languages other than English for distribution. The organizations need to provide the Office of External Relations with a purchase request out of their organization's funding in order to access these translation services.

### **Procedures**

*Each NASA Center shall have in place specific procedures related to each of the plan elements and designated staff that will be responsible for implementing activities relating to their respective LAP.*

The Service Request Form 1681 (appendix B) will be a major source of assessment information. EODM will collaborate with each of the identified organizations at NASA HQ to assess their program activities for LEP. Responsible staff and HQ LEP points of contact have been identified. The current points of contact list (Appendix D) will be updated at needed.

Requests for language assistance can be initiated orally or in writing, or in any other format or medium that is convenient and practical for the individual. Agency guidance directs each Center to have an individual, the "Language Assistance Official" (LAO), who will decide whether or not to grant a request for language assistance. EODM is responsible for administering the HQ LAP and has a



designated LAO. However, due to the highly specialized nature and breadth of the various work products and activities performed by various HQ organizations, each organization will decide on its own whether to grant a request for LEP assistance. The EODM LAO functions as the HQ resource person for the LAP, and will be available for consultation to ensure the organization considers and responds to LEP requests in accordance with the HQ LAP.

The LAO will provide each organization information and assistance in connection with processing a request for language assistance, including applying and interpreting the four-factor analysis to ensure consistency throughout the Center. Costs are the responsibility of the organization requiring LEP resources for a program or activity. EODM will update the plan annually, and coordinate with the named organizations to ensure each has identified an individual who will serve as their POC for determining whether or not to grant a request for language assistance.

EODM will conduct an assessment annually of ongoing programs for LEP potential and requirements. Information gathered through the general public contact points during the previous year will be included in the annual assessment. All new programs should include an assessment for LEP potential as part of the development effort. In accordance with Agency LAP guidelines, the NASA HQ LAP will be updated annually.

**Specific Program Procedures are:**

NASA HQ has the capacity to deal with requests for language assistance including both oral language assistance and translation of written material, particularly non-technical documents. Currently, HQ organizations procure language services by submitting a Service Request Form, NASA Form 1681, directly to the contracted interpreter/translations services provider. Interpretation and translation services for official international agreements for final signature will be provided by the State Department on a reimbursable basis.

**Notification of Availability of Free Language Services**

*Each NASA installation shall inform the target audiences of its conducted programs and activities, through oral or written notice in the relevant primary language, that free language assistance is available.*

LEP brochures in English and Spanish, with appropriate contact information for assistance, will be available in the West Lobby Security Post. They will also be available in the library and in the EODM information kiosk. EODM will also disseminate the information via the Headquarters EEO website. In addition, copies of the U.S. Census 2010 Language Identification Flashcards in 38 languages will also be available in the Security Post to help address walk-in visitor language assistance requirements. Once the language is determined the telephonic interpreter contractor will be contacted and in conjunction with Headquarters staff determine how to address the visitor's requirements.



**Staff Training**

*Each NASA Center will provide training to appropriate program staff on the policies and procedures of its respective language assistance activities.*

As the need for use of language assistance services at HQ is limited, HQ employees will receive an annual written notification of the HQ LAP and guidance for obtaining translation services. EODM will provide training on an as needed basis to appropriate program staff on the LEP policies and procedures, including the procedure for arranging translation services. In addition, new employees will be notified of the program during New Employee Orientation. Briefings on the HQ LAP will be provided to senior staff.

**Monitoring Accessibility and Quality**

*Each NASA Center will institute procedures to monitor the accessibility and quality of language assistance activities for LEP persons in its conducted programs and activities.*

On an annual basis, the HQ LEP program will be monitored for effectiveness and evaluated to assess the need for modifications. EODM will conduct the annual review of the program to ensure that the scope and nature of language assistance services provided under the plan reflect updated information on relevant LEP populations, their language assistance needs, and component experience under the plan. The review may consist of but not be limited to assessing changes in the following:

- LEP populations in the area or population affected or encountered;
- Frequency of encounters with LEP language groups;
- Nature and importance of activities to LEP persons;
- Availability of resources, including technological advances and sources of additional resources and the costs imposed;
- Whether existing assistance is meeting the needs of LEP persons;
- Whether the staff is familiar with the LAP and its applications; and
- Whether identified sources for assistance are still available and viable.



#### **IV. APPENDIX A**

##### **OPERATING PROCEDURES FOR LANGUAGE ASSISTANCE REQUEST**

The Contractor will ordinarily be issued a written task order at least five working days in advance of the need of services by NASA Headquarters. However, for the primary languages the Office of External Relations may place verbal task orders with as little as four (4) hours' notice. Oral task orders will most frequently be for written translation services. The contractor shall be able to receive and deliver documents by hard copy, electronic mail, on diskette in the standard, current word processor format, and by facsimile.

Translation and interpretation services to be provided by the contractor include both non-technical and technical content as defined below. Translators and interpreters shall translate and interpret to and from the English language. During performance under task order, translation and interpretation services for completion of specific tasks may be required on a twenty-four hour basis. Translators and interpreters shall translate and interpret to and from English technical documents and information which involve, as a minimum, the following disciplines: engineering, aeronautical science, micro-gravity, earth science and life sciences.

Translators and interpreters shall translate and interpret to and from English technical documents and information, which involve such subjects as general policy matters, public information, and social topics.



## **V. APPENDIX B**

**SERVICE REQUEST FORM, NASA FORM 1681**





National  
Aeronautics and  
Space  
Administration

## Service Request Form

CONTRACT: \_\_\_\_\_  
SR NUMBER: \_\_\_\_\_  
MAIL CODE: \_\_\_\_\_  
DATE: \_\_\_\_\_

POINT OF CONTACT	PHONE NUMBER	MAIL CODE	E-MAIL ADDRESS	FAX NUMBER
------------------	--------------	-----------	----------------	------------

BRIEF DESCRIPTION OF PROJECT/MEETING *(Attach additional page, if needed)*

DATES SERVICE NEEDED	LANGUAGE	LOCATION <i>(Country)</i> WHERE SERVICE IS NEEDED
BEGIN: _____ END: _____	FROM: _____ TO: _____	

### TYPE OF SERVICE NEEDED

- |  |   |
|--|---|
| <input type="checkbox"/> 1. INTERPRETATION<br>ESTIMATED NUMBER OF HOURS: _____<br>REQUIREMENTS:<br><i>(Attach additional page, if needed)</i>  | <input type="checkbox"/> 3. LOGISTICAL, ADMINISTRATIVE, CLERICAL, AND IN-COUNTRY TRANSPORTATION SUPPORT <i>(Continued)</i><br><input type="checkbox"/> CLERICAL<br>ESTIMATED NUMBER OF HOURS: _____ |
| <input type="checkbox"/> 2. TRANSLATION<br>ESTIMATED NUMBER OF WORDS: _____  | <input type="checkbox"/> ADMINISTRATIVE<br>ESTIMATED NUMBER OF HOURS: _____<br>REQUIREMENTS:<br><i>(Attach additional page, if needed)</i>  |
| <input type="checkbox"/> 3. LOGISTICAL, ADMINISTRATIVE, CLERICAL, AND IN-COUNTRY TRANSPORTATION SUPPORT <i>(NOTE: This support is primarily intended for use in the Newly Independent States of the Former Soviet Union and China.)</i><br><input type="checkbox"/> LOGISTICS<br>REQUIREMENTS:<br><i>(Attach additional page, if needed)</i> | <input type="checkbox"/> TRANSPORTATION SUPPORT:<br>REQUIREMENTS:<br><i>(Attach additional page, if needed)</i>   |

TECHNICAL MONITOR'S TYPED NAME, SIGNATURE, AND DATE



## **VI. APPENDIX C**

### **INTERPRETER/TRANSLATION SERVICES PROVIDER CONTACT INFORMATION**

Schreiber Translations, Inc.  
51 Monroe Street, Suite 101  
Rockville, MD 20850

Telephone: 301.424.7737  
FAX: 301.424.2336  
Email: [translation@schreibernet.com](mailto:translation@schreibernet.com)

PRIMARY SUPPORT:  
Contractor Representative – Pam Soffer, x131

NASA Headquarters Point of Contact:

Christopher Giulietti  
Director, Resources Management Division  
Office of External Relations  
Phone: 202-358-2596  
FAX: 202-358-3099



## VII: APPENDIX D

### HEADQUARTERS ORGANIZATION POINTS OF CONTACT (June 2008)

#### *OFFICE OF EXTERNAL RELATIONS SCHREIBER TECHNICAL MONITORS*

##### **TA000 OER Front Office**

Alexander, Tina                      358-0418  
Spencer, Bridgette                358-0882

##### **TB000 Resources Management Division** Christopher Giulietti – Director – 358-2596

Carter, Kim                         358-1387  
Shepard, Patricia                 358-1623

##### **TC000 History Division** Steven Dick – Director – 358-0383

Andreassen, Nadine              358-0087

##### **TD000 Advisory Committee Management Division** P. Diane Rausch – Director – 358-4510

Burch, Susan                       358-0550  
Jones, Brenda                     358-3636  
King, Marla                        358-1148

##### **TE000 Space Operations Division** Al Sofge – Director – 358-1703 Blackberry: 202 213-4621

Bowie, Monica                    358-2388

##### **TF000 Exploration Systems and Aeronautics Research Division** Gilbert Kirkham – Director – 358-1670

Copeland, Sherry                358-2283

##### **TG000 Science Division** Kent Bress – Director – 358-0269

Gross, Judy                        358-4634



**TH000 Export Control and Interagency Liaison Division**

**John Hall** – Director – 358-2070

**Hackley, Lisa**

**358-1947**

**NASA Overseas Representatives**

**EUROPE**

Barry, William

Telephone: 9-011-33-1-4312-70 70

[bill.barry@nasa.gov](mailto:bill.barry@nasa.gov)

**JAPAN**

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358-5137

Vanessa Coates

358-0906



**VIII: APPENDIX E**

**U.S. CENSUS 2010 LANGUAGE IDENTIFICATION FLASHCARD**



☐

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.

1. Arabic

☐

Խոսողո՞ւմ ե՞սք նշում՝ կատարե՞ք այս քանակություն՝  
եթե խոսում կամ կարդում եք հայերեն:

2. Armenian

☐

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।

3. Bengali

☐

ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។

4. Cambodian

☐

Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.

5. Chamorro

☐

如果你能读中文或讲中文，请选择此框。

6. Simplified Chinese

☐

如果你能讀中文或講中文，請選擇此框。

7. Traditional Chinese

☐

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

☐

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

9. Czech

☐

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

10. Dutch

☐

Mark this box if you read or speak English.

11. English

☐

اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.

12. Farsi



<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérte vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish



<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish